

Screen Description:

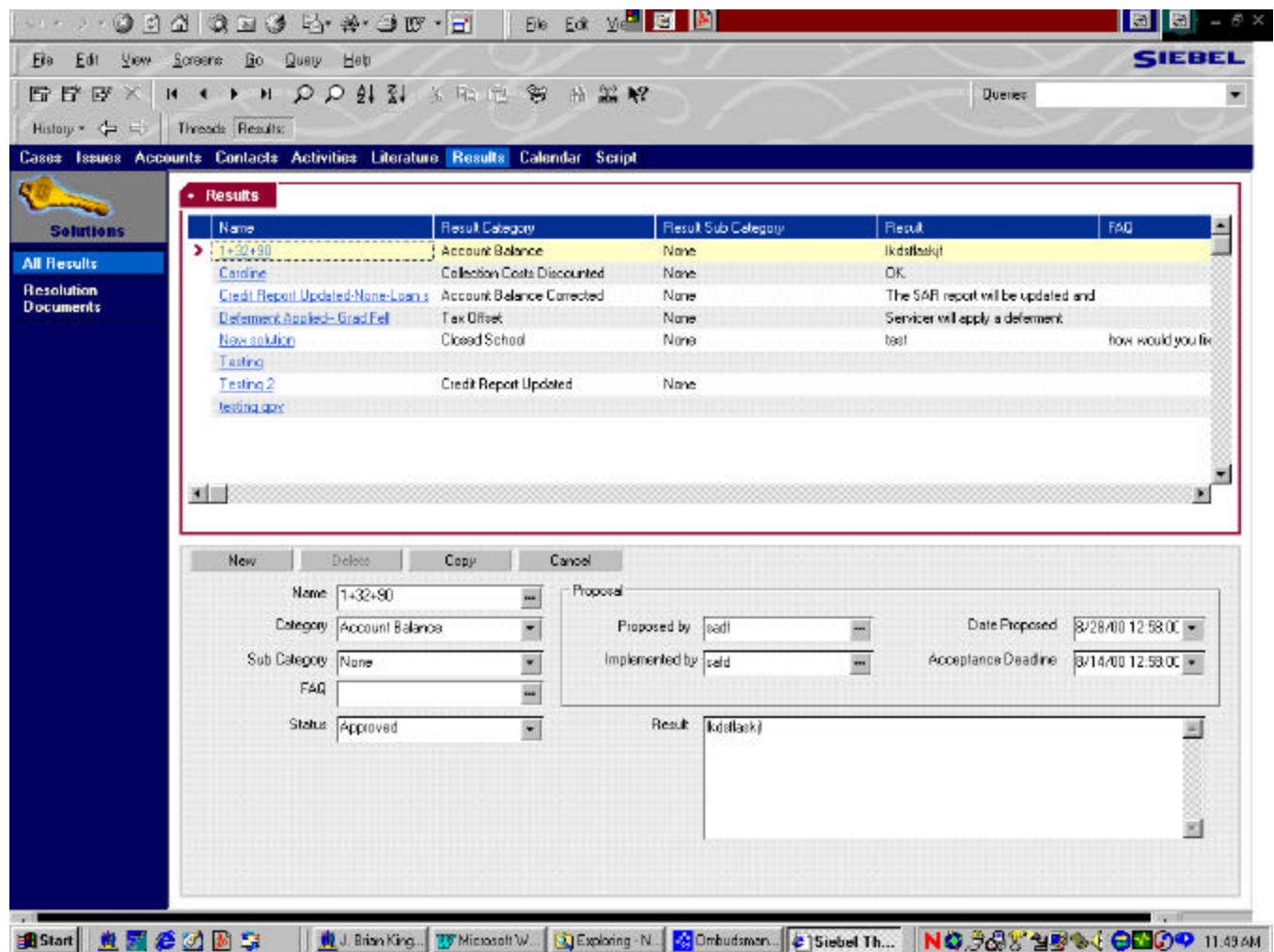
The Results Screen contains two views that are dedicated to entering, displaying, and using result data. The views also provide the ability to attach files such as customer documentation to the result.

Following is a list of the views that comprise the Result Screen. More details for each screen are available in the subsequent pages of this document.

All Results

Resolution Documents

All Results View



View Description:

This view provides the ability to look at a list of all existing results and to view all details of one result. The results are not associated with specific cases. Any result may be associated with a case by selecting the result within the "Cases" screen, "Results Search" view.

OCTS Results List: *top half of view*

Results List Applet: While the list applet may be used to enter, its primary purpose is to provide a list of all of the results. A hyperlink in the "Name" field provides instant navigation to the "Resolution Documents" view so that the user may either view a list of documents related to result.

For a detailed data mapping please refer to Appendix B-13

OCTS Results Form Applet: *bottom half of view*

This form applet is a convenient place from which to enter new results information, though any result entered in this view will not be associated with a specific case. In order to associate a new result entered through this view, the result will have to be selected within the cases screen.

For a detailed data mapping please refer to Appendix B-14

